

Ducktown Copper Inn

Terms and Agreements

By placing a booking with us (the property owner / his/her representative) you (the lead guest) and your booking party (guests) agree to the following terms and conditions as set-out. During your stay you agree to abide by the subsequent conditions as set-out. If you have any questions about booking with us, please contact us before making a booking.

To place a booking with us the lead guest must be at least 18 years of age and provide a valid photo ID upon check in. The maximum number of staying guests per room is illustrated in the room occupancy details on the website. Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

To secure any booking we require a valid credit card number, its expiration date, security code and zip code of the billing address for the credit card. We do not charge the card prior to the arrival date with guest present unless requested by the guest.

Payments can be made online / over the phone using credit / debit card.. Any charges raised against us by our banks for handling bank transfers or any other payments, must be reimbursed by the lead guest within seven (7) days of any request to do so.

All guests agree to respect the privacy and peace of all other staying guests, neighbors and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honoring this agreement or causing a disturbance / nuisance to other guests, neighbors or the owners.

Check-in & Check-out

Guests must check-in and check-out by the times stated below;

- Check-in after: 3:00 PM Eastern Standard Time
- Check-out by: 11:00 AM Eastern Standard Time on day of departure

Cancellation, Returned Deposit & Non-Arrival Conditions

Guest who need to cancel a booking should contact us as soon as possible. Deposits already paid are only returned in accordance with the following conditions;

- Cancellation can be up done up to 12:00 PM the day prior to their arrival .Any guests canceling a reservation will be charged \$10.00 processing fee.
- If prepayment is made for a reservations and a cancellation is made after 12:00 PM the day prior to the arrival date NO REFUND will be given,.

Non-arrival guests, who are unable to attend or fail to attend for whatever reason forfeit their deposit paid. It is suggested that booking guests take out appropriate holiday / cancellation insurance where required.

In the rare event we need to cancel your booking with us, please be aware that we cannot be held liable for circumstances beyond our control and that our liability to you is limited to the refund of any payment already made.

WiFi Fair & Appropriate Usage Policy

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is prohibited and will be reported to local authorities.

Damages & Lost Property

We reserve the right to charge the lead guest for any damages caused through the course of a booking by any member of the booking party. This includes breakages, spillages, stains, damage to furniture or fixtures and fittings. Any accidental damages by guests or guest's pet should be reported as soon as possible in order to minimise damage and associated costs. Lost keys / fobs / access cards will incur a replacement charge per key / fob / card lost.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to send USPS, UPS, FedEx via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

Smoking

Smoking of any tobacco products including, but not limited to cigarettes, e-cigarette, pipes, cigars, snuff or chewing tobacco, is only allowed outdoors.. No smoking is allowed in any part of the guest's room. Ashtrays are provided. If any evidence of smoking in a room is found : an aroma of smoke, ashes, burn marks on carpets/furniture/linens the Guest will be held liable for the \$150.00 penalty fee.

Pets & Service Dogs

We do accept dogs/pets with prior approval of management. There will be a \$10.00 non-refundable daily pet fee per pet. All guests must keep their pets leashed in common / public areas and guest is responsible in cleaning up after their pet..

Emotional service animals are required to pay a pet fee.

Guests with a certified service dog can present the certified paperwork and have their service pet stay for free.

Parking

On-site parking is provided and guests accept that they park their vehicles at their own risk.

Accessibility Statement

Please contact us to discuss any requests/requirements that we may be able to assist with.

Your Personal Details & Privacy

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, Driver's License and/or passport numbers, and place of issue. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation) [which comes into force in May 2018].

Our policy surrounding the personal details you provide as part of any booking or enquiry through this website / or third party website, including the privacy of those details are explained and set out in our Privacy Policy which is on our website.

You accept that any entries you make to an on-site guest book, if available, will not contain personal information or details you would not want disclosed. Any entries containing personal details that may fall into the DPA and GDPR may be removed and destroyed.

Our Right To Cancellation

We reserve the right to cancel any booking without compensation, refund or reimbursement if the terms of these conditions are breached.